Programme [Do not amend]	Unitary [Do not amend]	Service Area [Do not amend]	Function [Do not amend]	Treatement on Approved NCC Blueprint v4.7 Do not amend	Change Request	Change log [Amends by Day 1 Office only]	Comments
ICT & Customer	West	Call Care	Call Care	disaggregated			
ICT & Customer	North	Customer Services	Customer Service centre	disaggregated			
ICT & Customer	West		Customer Service centre	disaggregated			
ICT & Customer	North	IT Business system - ERP	IT Business system - ERP	Lead Authority - Receiver			
ICT & Customer	West		IT Business system - ERP	Lead Authority - Provider			
ICT & Customer	North		IT Operations & Infrastructure	Lead Authority - Receiver			
ICT & Customer	West	IT Operations	IT Operations & Infrastructure	Lead Authority - Provider			
ICT & Customer	North		IT Service Delivery	Lead Authority - Receiver			
ICT & Customer	West		IT Service Delivery	Lead Authority - Provider			
ICT & Customer	North		IT Digital	Lead Authority - Receiver			
ICT & Customer	West		IT Digital	Lead Authority - Provider			
ICT & Customer	North	IT Strategy and Development	IT Programme team	Hosted > 12 months - Receiver			
ICT & Customer	West		IT Programme team	Hosted > 12 months - Provider			
ICT & Customer	North		IT Strategy & architecture	Hosted > 12 months - Receiver			
ICT & Customer	West		IT Strategy & architecture	Hosted > 12 months - Provider			
ICT & Customer	North	Policy and Performance	Intranet content management	disaggregated			
ICT & Customer	West		Intranet content management	disaggregated			
ICT & Customer	North		Website content management	disaggregated			
ICT & Customer	West		Website content management	disaggregated			